



## NIRMAL SAHA

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**To attain and contribute towards the success of an organization in Hospitality & Others Industry as Senior Managerial Position in Profit Centre Management, Business Development and Operations Management.**

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### PROFESSIONAL PROFILE

- ✚ Acclimatized professional with **24 years of incisive experience** in the Hospitality & Others Industry.
- ✚ Dynamic, savvy and self-motivated professional with exceptional skill sets in developing effective strategies to maximise business and ensure stability and growth.
- ✚ Strategic marketer with history of achieving improved performance benchmarks in the hospitality sector, through integrated marketing programs, brand enhancement, sales promotions, effective planning, operations management and workflow streamlining.
- ✚ Acknowledged strengths at framing procedures, service standards, operational policies and implementation of control measures to reduce costs of the unit.
- ✚ Proficient manager, with excellent track record of successfully handling overall operations, along with identifying opportunities for accelerated growth.
- ✚ Immense experience of the industry with expertise of understanding the changing trends, requirements, development areas and accordingly take measures to achieve desired results and business objectives.
- ✚ Excellent communication, inter-personal, relationship management and problem solving skills with the ability to work in multi cultural environment.

### CAREER HIGHLIGHTS

Oct'94 – Apr'97	Captain	H.H.I (Hotel Hindustan International, 5 Star) Kolkata
May'97 – Mar'99	F&B Outlet Manager	Malabar Palace, (4Star) Kozhikode, Kerala
Apr 99 – Dec'03	F & B Manager	Hotel Dynasty, (4 Star) Guwahati, Assam
July'04 – May 07	Resident Manager	Quality Inn (4 Star) Hyderabad. AP
July07 – Dec 09	Vice President	Roofers Hotels Ltd. (Kolkata)
Jan'10 – Jun 12	General Manager	Cambay Sapphire (4 Star) Ahmadabad. Gujarat
July 12 – Jun13	D.General Manager	Best Weston Peace Valley (5 Star). Goa
July 14 – Dec 16	Director Operations	Wisdom Hospitality Solutions Pvt.Ltd
Jan 17 – Jan 2020	Vice President	M/S.SHREE PRIME PROJECTS LTD

### **Strategy planning**

1. Designing, developing strategy to maximize profit and control cost, Overheads and brand building, Effective implementation of all strategic plans and take preventive as well as corrective actions.

### **Business Development**

1. Conceptualizing and implementing Sales and Marketing with Retail Operations Plans in tune with the business plans. To build up strong guest relationship with the existing clients and introduce them to prospective guest to tap / explore greater market / business volumes.
2. Developing short and long term plans to meet sales objectives and evaluating competitive activity for impact on product sales.

### **Manpower Development**

1. Effective utilization of the available human resources.
2. High level of team work and imparting appropriate training for guests developments.
3. Safe environment to enhance personal and professionals skills & growth.
4. And etc.

### **Proficiency Forte:**

1. **Strategy Planning:** Devising and implementing optimum strategies to ensure top line & bottom line profitability with key emphasis to develop business through new accounts and service the existing clients.
2. **Business Operations:** Handling Profit and Loss Accounts in terms of Business Generation. Ensuring operational efficiency of the highest standards in various departments viz. Room Servicing, House Keeping, F&B, Banquets, Front Office, Guest Operations through the best training and overseeing adherence to all the norms (Legal/ Industry/ Company Specific). Managing, operating and overseeing the operations of many multi-cuisine and multi restaurant hotels where the primary responsibility is man management and quality of the product.
3. **Marketing:** Overseeing the formulation of the best marketing strategies with emphasis of Segmenting and Targeting the potential guest/ markets & positioning the services accordingly. Escalating brand visibility through implementing promotional strategies and personal relation skills.
4. **CRM:** (Client Relationship Management) Accountable to fore see the delivery of high quality service to the clients for maximum guest experience and delight in all the satisfaction parameters (time, quality, food service, arranging meeting / conferences, shows / entertainment, etc). Identifying key/ institutional / corporate accounts and strategically secure profitable business by giving product presentations to prospective clients and generating enquiries. Coordinating frontline / backline Guest Service by interacting with clients liaising with departments for problem resolution.
5. **Vendor Management:** Identifying and developing a dedicated and alternate vendor source for achieving cost effective transportation. Assessing the performance of the vendors based on various criteria such as timely delivery, credit terms, etc.
6. **Inventory Control:** Tracking & maintaining inventory levels in the percentage of compressors damages and stores for all items required. Studying and preparing plans for non-moving inventory. Efficiently managing inventory levels thereby ensuring optimum use.
7. **HRM:** Identifying the human resource requirements and initiating recruitment process ensuring best fit. Imparting best training to ensure quality deliveries.
8. **F&B Operations:** Introduction of cost effective guest friendly menu, honed with the distinction of introducing authentic and fusion cuisine. Looking after the recruitment of managerial personnel and setting up the departments.
9. **General Administration:** Ensuring properrunning of the department by implementing the existing systems and introducing new ones to further smoothen the operations.

## PROFESSIONAL QUALIFICATIONS

- ⇒ **Diploma in Hotel & Restaurant Operational Management(Duration 3 years)** from M.D.CONAcademy of Hotel Management, (Kolkata) in 1994.
- ⇒ **MBA (Hospitality & Marketing) (Duration 2 years)** from Global Institute of Management and Technology, (New Delhi) in 2007.
- ⇒ **Doctorate of Philosophy (Ph.D) from Mumbai University.**

## EDUCATION

- ⇒ **B.Com.** in 1993. From Calcutta University

## PERSONAL DETAILS

Date of Birth : 1<sup>st</sup> January, 1971  
Permanent Address : 168/A, Jhappukur Colony, Sahaganj, Hooghly – 712104.WB. INDIA  
Passport No. : Z 4739282  
Gender : Male  
Marital Status : Married  
Religion : Christian

## PROFILE

I, Shri. Nirmal Saha, having qualification of B.Com, 3 Years Diploma in Hotel Management, MBA and Ph.D with an experience of over 24 years in Hospitality/Advisory/Consultant.

As a hospitality/ advisory/ consultant, I have worked with many renowned organizations, and I am also (Direct/Indirect) involved in several State & Central Government Projects such as Education, Housing, Tourism, Development in other fields, NGO etc. As an advisor, I provide meaningful results to the Board of Management.

I provide advisory services in details through my team. Creating and protecting value through understanding and alignment with Management's interests is the core to my practice. In general terms the core of achieving the Management's goals are threefold.